




## DEPARTMENT OF MENTAL HEALTH POLICY/PROCEDURE

SUBJECT <b>PROCEDURE FOR SCREENING, TREATING, AND REFERRING VETERANS TO ENSURE APPROPRIATE SERVICES</b>	POLICY NO. <b>200.08</b>	EFFECTIVE DATE <b>10/06/2008</b>	PAGE <b>1 of 2</b>
APPROVED BY:  Director	SUPERSEDES <b>401.4 10/06/2008</b>	ORIGINAL ISSUE DATE <b>04/01/1991</b>	DISTRIBUTION LEVEL(S) <b>1, 2</b>

### PURPOSE

- 1.1 To establish policy and procedures for screening, treating, and referring veterans to appropriate services including county veteran's service offices and other veteran services organizations as well as public mental health and to assist them in determining eligibility for Federal Veterans Administration (VA) benefits.

### BACKGROUND

- 2.1 Veterans with a service connected disability and registered with the U.S. Department of Veteran Affairs are eligible for VA mental health services.
- 2.2 Veterans who do not have a service connected disability or are in the process of determining eligibility are not entitled to VA mental health services (with few exceptions).

### POLICY

- 3.1 No eligible veteran shall be denied mental health services, to the extent resources are available, based on his or her status as a veteran.
  - 3.1.1 Nor shall a veteran be denied mental health services based on ability to obtain services through another entity provided the mental health needs of the veteran are not currently being met.

### PROCEDURE

- 4.1 Determine if client is a veteran:
  - 4.1.1 During client interview
  - 4.1.2 From relative/responsible person interview
  - 4.1.3 From income sources (VA pension)



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- 4.2 All veterans are to be referred to veteran services organizations (See Attachment I) to assist them in determining eligibility for VA benefits with the following exception:
- 4.2.1 Emergency care (See 4.3)
  - 4.2.2 Forensic inpatient care (See 4.4)
  - 4.2.3 Veterans who have a service connected disability.
- 4.3 For emergency care reimbursement, contact the VA's Fee Basis Claim Department at (818) 891-7711 extension 9100. Be prepared to provide client's name, SSN, and any other Veteran Affairs related information available. (A recorder will take after-hours, weekend, and holiday calls.)
- 4.4 For forensic inpatient care reimbursement, contact the VA's Fee Basis Claim Department at (818) 891-7711 extension 9100. Be prepared to provide client's name, SSN, and any other Veterans Affairs related information available. (A recorder will take after-hours, weekend, and holiday calls.)

### **ATTACHMENT**

[Attachment I Veteran Services Organizations](#)

### **REVIEW DATE**

This policy shall be reviewed five (5) years following the initial date of approval.

### **RESPONSIBLE PARTY**

Emergency Outreach Bureau